Residential
Tenancy
Commission

Report to the Minister

Residential Tenancy Commission

1981-82

Residential
Tenancy
Commission

77 Bloor St. West, 3rd Floor
Toronto, Ontario, M5S 1M2
(416) 964-7808

August 11, 1982

The Honourable Robert G. Elgie, M.D.
Minister of Consumer and Commercial
Relations
555 Yonge Street, 9th Floor
Toronto, Ontario
M7A 2H6

Dear Mr. Minister,

I am privileged to submit the 1981/82 Annual Report of the Residential Tenancy Commission, covering operations of the Commission for the period April 1, 1981 to March 31, 1982.

Yours respectfully,

P. C. Williams
Chief Tenancy Commissioner

RESIDENTIAL TENANCY COMMISSION

REPORT TO THE MINISTER

1981/82

"The Commission shall at the close of each year file with the Minister an annual report upon the affairs of the Commission."

Section 91(1)
The Residential Tenancies Act

TABLE OF CONTENTS

		Page No.
	Highlights of Activities for 1981/82	
I	Introduction	1
II	Legislative and Policy Development	2
III	Major Provisions of the Act	3
IV	Organization	4
V	Budget Performance	6
VI	Guidelines and Publications	7
VII	Workload Analysis	9
VIII	Workload Comparisons 1981/82 vs 1980/81	12
IX	Service Levels	15
X	Rent Review Results	17
XI	Outlook for 1982/83	20
XII	Rent Review Program Statistics	21
	Table 1 — Average Results of Whole Building Review Hearings	22
	Table 2 — Average Results of Mobile Home Site Whole Building Review Hearings	24
	Table 3 — Distribution of Whole Building Review Hearings by Type of Building	26
	Table 4 — Distribution of Units by Type of Building	28
	Table 5 — Distribution of Average Percentage Requested and Granted by Building Type	30
	Table 6 — Range of Percentage Increase Granted for all Buildings as a Result of Hearings	32
	Tables 7 to 12 — Average Results of Hearings which involved Financial Loss, Capital Expenditures, Increased Financing Payments, Increased Operating Costs and Relief of Hardship	34
	Table 13 — Average Results of Applications to Dispute a Rent Increase	41
	Table 14 — Average Results of Applications for Rent Rebate	43
	Table 15 — Distribution of Results of Appeal Hearings by Ranges of Dollars	45
	Table 16 — Inquiry Statistics	47
	Table 17 — Workload Comparisons: 1981/82 vs 1980/81	49
	Table 18 — Summary of Workload Statistics for 1981/82	51
XIII	Appendices	53

REPORT OF THE
RESIDENTIAL TENANCY COMMISSION

HIGHLIGHTS OF ACTIVITIES FOR 1981/82

	Page Reference
• Landlord applications received in fiscal year 1981/82 (April 1, 1981 to March 31, 1982) were 5,027, up 132% over 2,170 applications received in fiscal 1980/81.	9, 12
• Approximately three times as many rental units came to rent review in 1981/82 as in 1980/81 (157,811 versus 51,542).	9
• Landlords requested an average increase of 19.34% and received from the Commission an average increase of 14.73% for each rental unit.	17, 23
• A total of 3,053 tenant applications disputing rent increases and for rent rebates were received in the current year. The majority of tenant applications (77%) continued to be resolved by informal mediation.	9, 10
• The Commission was successful in resolving 459 tenant applications disputing proposed rent increases, either by mediation or hearing, and reduced proposed monthly rent increases an average of $40.92 in 177 cases.	41, 42
• Tenants applying for rent rebate were successful in 750 (or 74%) of a total of 1,011 cases finalized during the year, and received, on average, rebates of $296.04. In total, the Commission assisted tenants in recovering from landlords approximately one quarter million dollars in excess rents paid.	43, 44
• Inquiries received in the fiscal year were 172,749, up 41% over 122,224 in 1980/81.	11, 47
• The appeal rate dropped to 13% in 1981/82 (or 1 in 8 initial orders appealed) from 16% (or 1 in 6) in 1980/81.	10, 19

I. INTRODUCTION

The Residential Tenancy Commission entered its third year of operation in fiscal 1981/82. This was a year marked by unprecedented workload growth, expenditure constraints as part of a tight government budgetary policy and a landmark decision by the Supreme Court of Canada on the question of provincial jurisdiction over landlord-tenant matters.

The Supreme Court decision declared as unconstitutional the power of the Province to appoint decision makers to adjudicate landlord and tenant disputes. Accordingly, such disputes will continue to be resolved within the framework of the Landlord and Tenant Act (Part IV).

In spite of increased workload and budget constraints, the Commission endeavoured to provide a high quality of service to the public. Whole building rent review hearings were conducted efficiently and expeditiously, to the extent possible, and tenant applications were resolved, in most instances, through informal mediation. The Commission developed a number of new policy guidelines and revised existing guidelines to assist Commissioners and the public in the interpretation and application of the Act.

Fiscal 1981/82 saw interest rates soar to their highest levels ever (the chartered bank prime rate reached a record 22.75% in August 1981), a factor that was responsible for the dramatic upturn in applications from landlords seeking relief from the 6% guideline ceiling. Workload of the Commission was also adversely affected by the closing of some key municipal Landlord and Tenant Advisory Bureaux. This was reflected in Commission staff having to respond to a higher than normal level of inquiries dealing with landlord-tenant matters.

II. LEGISLATIVE AND POLICY DEVELOPMENT

As indicated, the Supreme Court of Canada, in a decision handed down on May 28, 1981, ruled that provincially appointed Commissioners did not have the powers to issue compliance and eviction orders as these powers are exercisable only by county or district court judges, who are federally appointed under the British North America Act.

The intent of the Residential Tenancies Act, passed by the Ontario Legislature in June 1979, was to consolidate, in a single Act, all matters affecting residential tenancies, and to empower the Residential Tenancy Commission to make decisions on all landlord-tenant disputes, rent review or otherwise. However, only those sections of the Act dealing with rent review were proclaimed into law, pending a decision by the courts on the constitutional legality of the powers granted the Commission to deal with matters other than rent review.

The Supreme Court decision has been under review by government legal officials for some time. While no recommendations or follow-up actions have been made it is clear that the Residential Tenancy Commission cannot perform the functions it was intended to perform in the area of landlord and tenant disputes. The Commission will continue to operate under the proclaimed sections of the Residential Tenancies Act, hearing applications from landlords and tenants on rent increases and providing advisory services on residential tenancy matters.

III. MAJOR PROVISIONS OF THE ACT

- The Residential Tenancy Commission is formed as the agency to administer the rent review program.

- The Commission has the authority to review all proposed rent increases upon application by landlords and tenants, and establish the maximum rent which may be charged for a unit.

- The Commission's approval is necessary for rent increases above the guideline ceiling, currently 6%. Rent may be increased no more than once in a twelve-month period.

- The concept of 'whole building review' is introduced whereby rents for all units in a multiple-unit building are determined at the same hearing, although increases may take effect at different times.

- The Act requires informal mediation as the first step in resolving rent disputes arising from tenant applications. Unsuccessful mediations are resolved through the hearing process.

- A rent review hearing is held before a single Commissioner who exercises independent judgement in rendering a decision. Any material filed with the Commission may be examined by all participants before or at the hearing.

- Landlords or tenants may appeal an order from the initial hearing to an Appeal Panel consisting of two Appeal Commissioners and a member of the Board of Commissioners.

- Decisions of the Appeal Panel are considered final on questions of fact. However, questions of law may be brought before the courts.

IV. ORGANIZATION

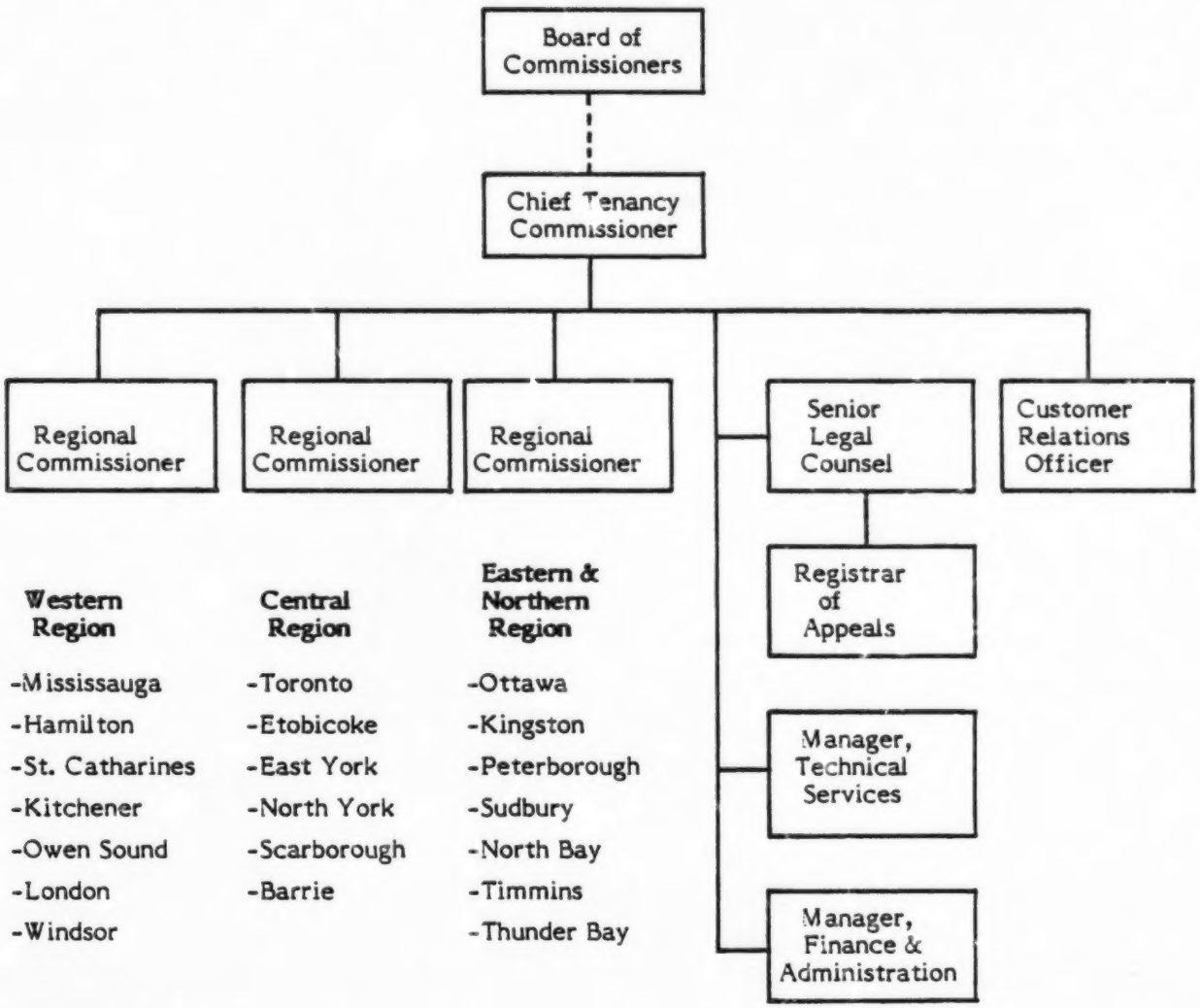
The organization of the Residential Tenancy Commission is illustrated in the chart attached.

The Board of Commissioners, which is made up of Commissioners appointed by the Lieutenant Governor-in-Council, has responsibility for establishing policy and directing the activities of the Commission. At fiscal year-end the Board consisted of the Chief Tenancy Commissioner (Chairman), three Regional Commissioners, one Appeal Commissioner and two representatives from the Attorney General's office. The Chairman of the Board, since May 1, 1980, is Phillip C. Williams.

The 20 field offices located throughout the province receive and process applications from landlords and tenants and provide inquiry services on rent review and landlord-tenant matters. Providing legal, technical and other support services to the regional offices is a core of Head Office staff responsible directly to the Chief Tenancy Commissioner.

As of March 31, 1982, the Commission complement was 148, which included 20 Commissioners, 8 Appeal Commissioners and 3 Regional Commissioners resident in the 20 field offices in the province.

Organization Chart



V. BUDGET PERFORMANCE

The original budget of the Residential Tenancy Commission for 1981/82, as reflected in the printed estimates and approved by the Legislature, was $4.9 million. This was revised at year end to $5.3 million to include salary awards and higher operating costs experienced by the Commission. Actual expenditure incurred to year end was $5.0 million.

While actual expenditure, on an overall basis, is down only 6.2% from forecast (revised), individual variances are substantial. Employee benefits are underspent 18.7% as actual experience indicated a much lower benefits to salaries ratio than the standard 0.177 used in the computation of the benefits budget. Underspending in this area is also due to greater utilization of contract staff and temporary help instead of Crown employees.

The considerable savings (32%) in the services budget is attributable to a $250,000 charge for lease payment for the Commission's Head Office and the City of Toronto office which was assumed by the Ministry of Government Services on behalf of the Commission. However, offsetting this saving were increases recorded for photocopying rental equipment and French translation services. The supplies budget is overspent by some 10% or $12,334 due to higher than anticipated costs for stationery and printing related to the significantly large number of applications received for rent review.

A summary of actual versus budgeted expenditure for the fiscal year 1981/82 is provided in the table below.

	Printed Estimates	Final Appropriation	Actual Expenditure	Variance Amount	Variance Percent
Salaries	$3,259,000	$3,299,000	$3,307,110	($ 8,110)	(0.2)
Benefits	587,200	577,300	469,198	108,102	18.7
Transportation & Communications	437,700	553,400	549,199	4,201	0.8
Services	427,700	750,200	510,948	239,252	31.9
Supplies	189,000	126,000	138,334	(12,334)	(9.8)
TOTAL	$4,900,600	$5,305,900	$4,974,789	$331,111	6.2

VI. GUIDELINES AND PUBLICATIONS

The Commission periodically issues policy and procedural guidelines as well as information brochures in order to make the rent review process more meaningful and accessible to the public. The Commission also publishes a digest of selected case studies providing landlords and tenants with an insight into the type of issues involved in rent review and the manner in which they are dealt with by Commissioners.

Following are some of the reference materials available to the public from the Commission.

Interpretation Guidelines

These guidelines, comprising Procedural Guidelines and Rent Review Guidelines, are intended to provide guidance to Commissioners and the public in the interpretation and application of the Act. They suggest a reasonable approach to the treatment of various issues that may come before the Commission. Commissioners may choose to disagree with a guideline if, in a particular situation, they feel that a different interpretation of the Act from the one suggested would be more appropriate.

The Commission is constantly developing new guidelines and updating existing guidelines to address emerging issues and to reflect court decisions where they may vary from existing policy. During fiscal 1981/82, the Commission either developed or revised 8 procedural and 4 rent review guidelines thus issuing, to date, 16 procedural and 17 rent review guidelines.

Guide to the Cost Revenue Statement

The Cost Revenue Statement permits landlords to present, in a convenient and simplified form, all revenue, operating and financing costs, and capital expenditures for the building under review. The Guide to the Cost Revenue Statement explains in detail how to complete the Cost Revenue Statement, and tenants familiar with the concepts outlined in the Guide will have a better understanding of the rent review hearing and the resulting decision of the Commission.

A completed Cost Revenue Statement is made available to all tenants in attendance at a hearing and it forms the basis of dialogue between landlords and tenants.

Summary of Significant Decisions

This publication contains summaries of significant decisions of the Commission and the reasons therefor. Cases have been selected to represent a cross-section of legal and technical issues involved, some of them unique, and the treatment accorded them by different Commissioners. The publication is intended to assist landlords and tenants to gain familiarity with the complex problems involved in rent review and possible methods of dealing with them.

The second of such volumes is being prepared by Commission staff and is expected to be released shortly.

Public Information Brochures

In an effort to simplify the rent review process, especially for tenants, the Commission has developed, or is currently developing, short simple brochures focussing on particular aspects of rent review.

These brochures, which will complement an existing brochure titled "Rent Review: Here are the facts", are:

- A Guide to Whole Building Review Hearings
- A Guide to Tenant Applications
- Appealing a Decision.

VII. WORKLOAD ANALYSIS

Whole Building Review

In fiscal 1981/82, the guideline ceiling remained unchanged from the previous year at 6%. Landlords wishing increases in excess of 6% on any rental unit were required to file an application with the Commission and appear at a hearing to justify the increase.

In the 12-month period ending March 31, 1982, the Commission received 5,027 landlord applications for whole building review involving 157,811 residential units. This compares with 2,170 applications and 51,542 units for the fiscal year 1980/81. On average, more units per application were received in the current year than in 1980/81 owing to the large number of multiple unit dwellings (72 over 200 units) coming to rent review.

The Commission held a total of 3,185 hearings compared to 1,607 in 1980/81. Of these, 2,751 hearings resulted in rent determinations for 82,651 rental units. The remaining hearings either had orders pending or resulted in dismissal or withdrawal of landlord applications.

As in past years, applications by landlords of large complexes (i.e. apartment buildings with elevators), while representing a relatively small proportion (19%) of total hearings held, produced orders affecting a large segment (68%) of the total rental units involved.

Tenant Applications

Under the Residential Tenancies Act tenants may apply to the Commission to review any proposed rent increases which they consider unjustifiable, including proposed increases up to 6%. The Act also permits tenants to apply for rebates of excess rents paid in the past.

In the fiscal year 1981/82 the Commission received 1,468 tenant applications disputing proposed rent increases and 1,585 tenant applications requesting rebates of past rent overcharges. The comparable figures for 1980/81 were 1,649 and 1,160 applications respectively.

The increased proportion of tenant applications relating to rent rebates - 52% in 1981/82 compared to 41% in 1980/81 - reflects the greater awareness of tenants of their rights under the legislation.

A large number of tenant applications (approximately one in three received) were either withdrawn prior to a mediation or hearing or were merged with the relevant whole building review applications.

Mediation

The Commission continued in 1981/82, in compliance with the Act, to mediate rent disputes between landlords and tenants as a first step toward resolving tenant applications. The process has proved quite successful as approximately four-fifths of all tenant applications have been resolved in this manner. (See Tables 13 and 14).

In the 12-month period April 1, 1981 to March 31, 1982 the Commission successfully mediated 407 disputes involving proposed rent increases and 796 disputes dealing with rent rebates. Applications, where mediation was unsuccessful, were referred to a Commissioner for hearing. A total of 184 hearings involving tenant applications were held during the fiscal year of which 46 related to rent reduction and 138 to rent rebate.

As in the previous year, for each tenant application that resulted in a hearing, 6 to 7 applications were resolved by mediation.

Appeals

In 1981/82, appeals from decisions of first level hearings jumped 49% to 417 from 280 in the previous year, attributable to a corresponding increase in the number of initial hearings held and orders issued.

The Commission conducted a total of 229 appeal hearings affecting 11,003 rental units. The majority of these (207 or 90%) related to whole building review applications.

While appeal applications rose in 1981/82 compared to 1980/81 the appeal rate actually recorded a decline. Whereas, 1 in 6 orders were appealed in 1980/81, this rate improved to 1 in 8 orders appealed in the current year.

Inquiries

The number of inquiries in 1981/82 was 172,749 up 41% from 1980/81, due in part to considerable media publicity given rent controls during the year.

The inquiries covered both rent review and landlord and tenant subjects. Of the inquiries received, 59% were for rent review matters only, 33% related to landlord-tenant topics other than rent review and the remaining 8% encompassed both.

The most common rent review inquiries dealt with notice of rent increase and guideline ceiling while the most frequently asked questions on landlord-tenant matters related to tenancy agreement and eviction.

Training

Staff training activities were severely curtailed due to in-year financial constraints required of the Commission.

Two two-day training sessions were held for new Commissioners who were recruited to assist with the growing workload.

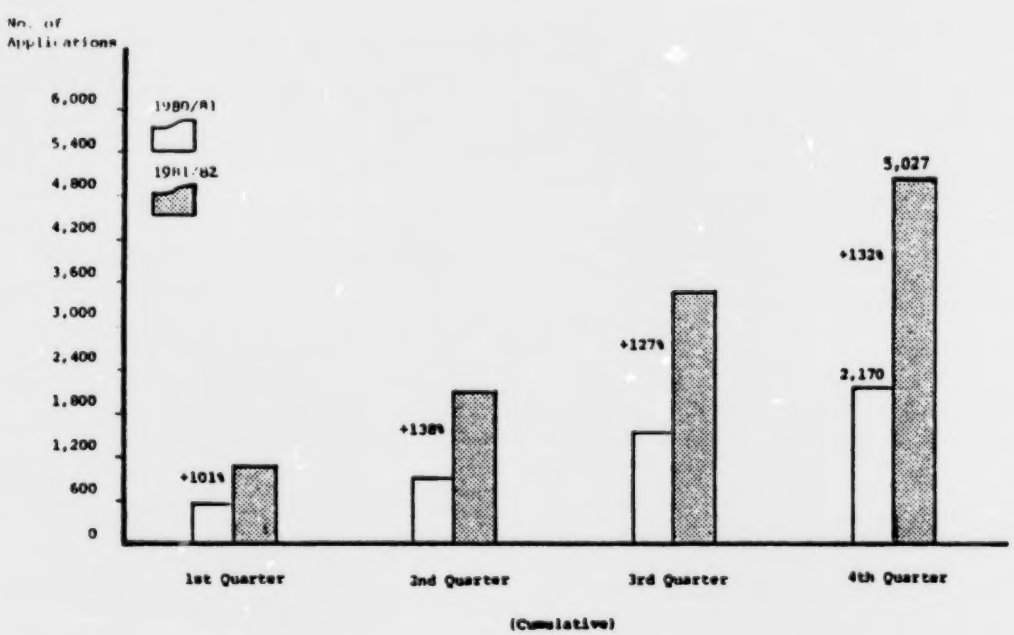
Also a two-day Commissioners' Conference was held in Toronto in March 1982 to inform Commissioners of policy developments and to discuss common technical and administrative problems encountered in the field.

VIII. WORKLOAD COMPARISON 1981/82 vs 1980/81

Following are graphic representations of incoming workload, by quarter, for fiscal years 1981/82 and 1980/81.

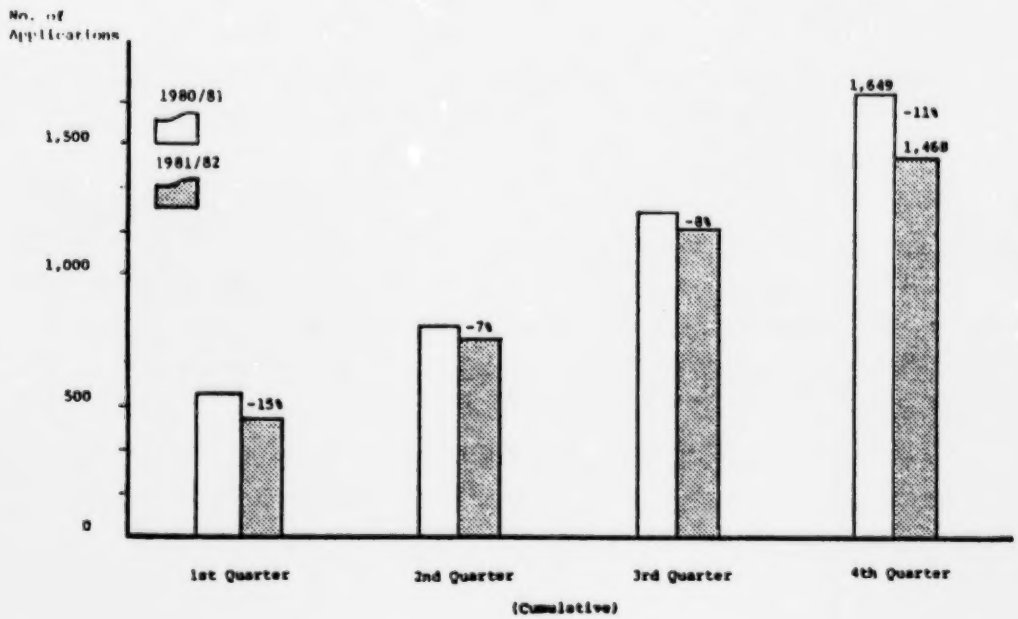
See Table 17 in Section XII for details.

1. Whole Building Review Applications Received

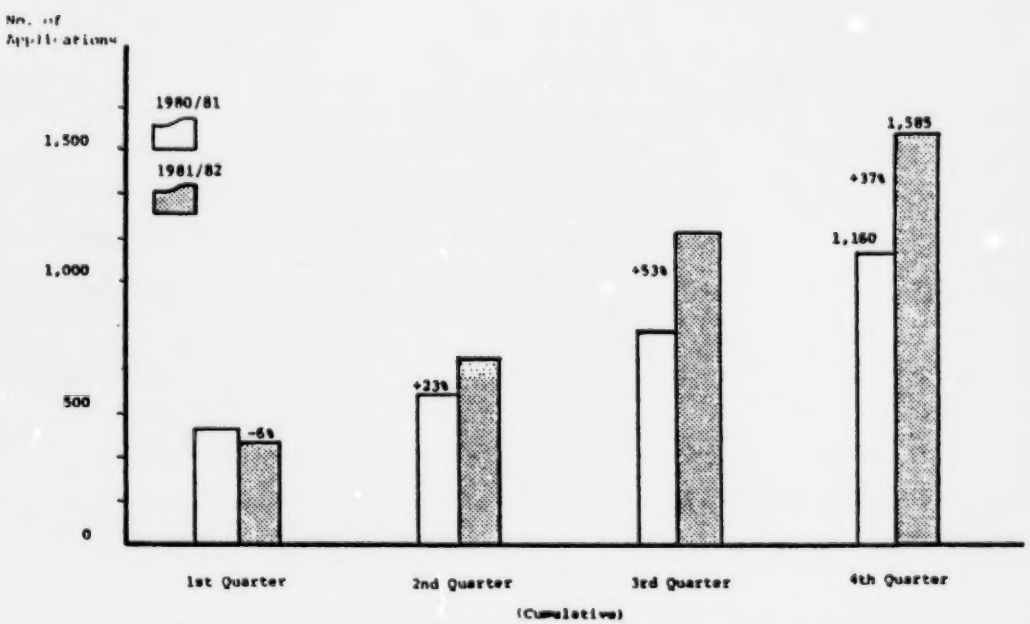


2. Tenant Applications Received

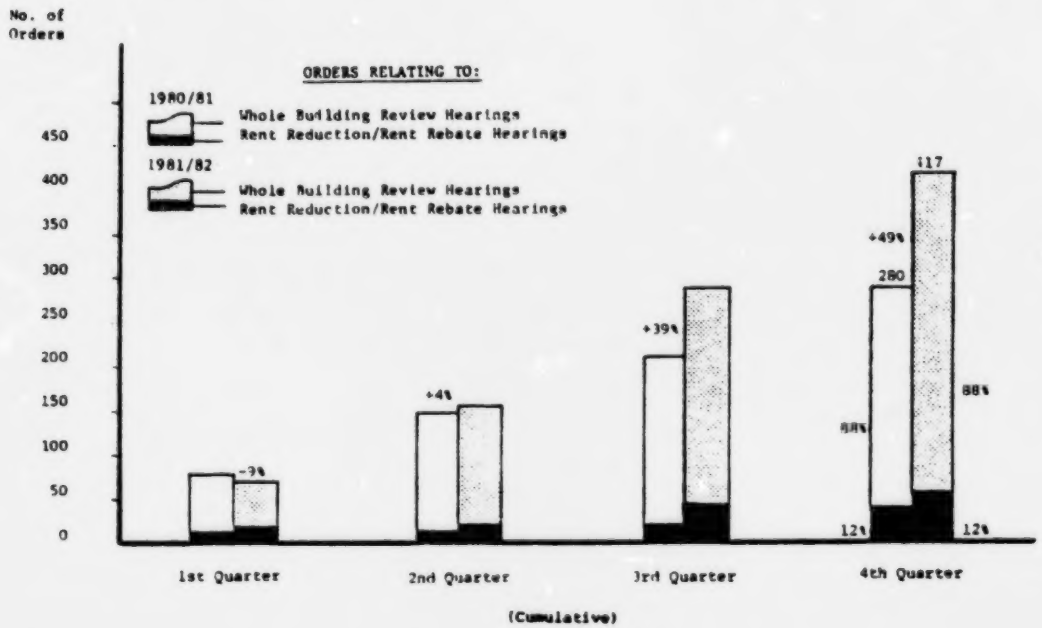
2A. Tenant Applications disputing Proposed Rent Increases (S. 127)



2B. Tenant Applications for Rent Rebates (S. 129)



3. Initial Orders Appealed



IX. SERVICE LEVELS

A severe backlog situation developed in 1981/82 resulting from the large volume of incoming applications and consequent inadequate staff resources, particularly Commissioners, to deal with them. This caused a deterioration in service levels from those in the previous year.

Whole Building Review

In 1981/82, it took an average of 109 days (or 3 1/2 months) from receipt of an applicaton to issuance of the order compared to an average of 88 days (3 months) in 1980/81. The greatest delay was experienced in the scheduling of hearings which accounted for 81 of the 109 days. Preparing and issuing of orders took an average of 28 days, which varied from 20 days (for complexes with 1 to 6 units) to 77 days (for complexes over 300 units).

In terms of issuing orders prior to the effective date of the first rent increase, this was possible, on average, in only one in three applications compared to one in two applications in 1980/81.

Tenant Applications

Rent Reduction

In the case of mediated settlements, the average time taken between receipt of application and date of agreement was 57 days. Where mediation efforts proved unsuccessful and a hearing was held, an average of 103 days elapsed between receipt of the application and issuance of the order.

Rent Rebate

For applications involving rent rebate it took an average of 44 days to complete a successful mediation. Applications that required a hearing took, on average, 90 days to process.

Appeals

The service level for appeals was adversely affected in 1981/82 due to concentration of resources for a 2 1/2 month period (July - September) on whole building review applications in a concerted effort to eliminate the backlog in that area. Overall it took 28% longer to process an appeal application in 1981/82 than in 1980/81.

In terms of actual days, it took an average of 144 days to process an appeal from the date of the initial decision to date of the appeal order. The comparable figure for 1980/81 was 113 days. The 144 days are broken down into component parts as follows (with last year's figures in brackets): initial order to appeal application 17 days (16 days); appeal application to hearing 90 days (65 days); and appeal hearing to issuance of order 38 days (32 days).

X. RENT REVIEW RESULTS

Detailed results of rent review hearings are shown in the statistical tables appendixed to this report.

Initial Hearings

In fiscal 1981/82 landlords requested an average increase of 19.3% and were granted an average increase of 14.7% (see Table 1). The comparable increases for 1980/81 were 15.7% and 11.6% respectively.

Analysis of rent increases by building type suggests that landlords of smaller complexes generally request and receive higher increases than owners of larger buildings (see Table 5). For example, duplex and triplex owners, on average, requested increases of 27% - 28% and were granted increases of 21%-22%. By contrast owners of large elevator complexes (averaging 104 units) requested and received average increases of 18.1% and 13.8%, respectively.

Statistics also show that while most of the increases granted were in the 6% to 30% range a substantial number fell outside this range, especially at the upper levels. For instance a total of 391 applications, or 1 in 7, received average increases higher than 30% (see Table 6).

Impact of Cost Factors

The rent review process is based on the cost-pass-through principle which permits landlords to recover, for their buildings, cost increases actually experienced or anticipated in the future. The costs to be considered include operating costs, financing costs, capital expenditures and financial loss. The Commission may also consider a relief of hardship factor which would have the effect of raising landlords' gross revenue up to 2% above costs where this is not already the case.

The relative importance of individual cost factors and their impact on rent increases granted are summarized in the table below:

Relevant Cost Factor	No. of Hearings	Proport. of all Hearings (%)	Average Total Increase (%)	Portion of Increase Attributable to: Relevant Factor (%)	Portion of Increase Attributable to: Other Factors (%)	Impact of Relevant Factor on all Applications (%)
1. Financial Loss	1,280	47	17.6	8.0	9.6	3.3
2. Capital Expenditures	1,838	67	14.6	2.5	12.1	1.6
3. Increased Financing Payment	889	32	18.0	9.0	9.0	2.8
4. Increased Operating Costs	2,526	92	14.6	7.5	7.1	6.7
5. Relief of Hardship	294	11	17.8	2.0	15.8	0.3
Total Hearings	2,751	100	14.7	-	-	14.7

As could be expected higher operating costs was a key factor in landlords' decision to come to rent review and these costs were claimed in 92% of all applications filed by landlords. The rent increase granted by the Commission due to this factor alone was 7.5%. In terms of impact on all applications increased operating costs contributed 6.7% to the 14.7% average increase granted, the largest increase of any of the cost factors considered.

About one in three landlords cited increased financing costs in their application for rent review. This is a significant increase from last year when only 18% of all applications (or one in six) claimed increased financing costs. While the contribution of this factor to the 14.7% overall increase was a modest 2.8%, the rent increase granted due to this factor alone was a significant 9.0%. The result is not surprising as mortgage interest rates were at historical high levels for most of the fiscal year.

As in the previous year, financial loss was experienced by approximately half the landlords who came to rent review in 1981/82. Of the 17.6% average increase granted in such cases 8.0% was attributable to financial loss and 9.6% to other factors.

Finally, two-thirds of all landlords coming to rent review incurred capital expenditure on their buildings and sought to recover it over the reasonable life expectancy of the capital improvement. The Commission granted an average increase on account of this factor of 2.5%, slightly higher than the 2.1% increase awarded last year. This would suggest that the rent review process allows landlords to achieve a reasonable standard of repair and maintenance for their properties by permitting them to pass on these costs, where justifiable, to the tenants.

Appeal Hearings

A total of 229 appeal hearings, representing 11,003 rental units, were held in 1981/82. Approximately 10% of appeal applications were either dismissed due to jurisdictional considerations or had orders outstanding.

Results of appeal hearings, where decisions were rendered, indicate that slightly over one-half of all appeals affirmed the original rent decision. In 29% of the cases higher rent increases (averaging $7 per unit) were awarded by the Appeal Panels while in 15% of cases rent increases were lowered (by an average $6 per unit).

XI. OUTLOOK FOR 1982/83

Future of Rent Review

The Government has reaffirmed its commitment to rent review. Some steps have been taken to increase the resources of the Residential Tenancy Commission and the Commission will continue to monitor its staffing requirements vis a vis workload.

Workload Growth

With interest rates showing no signs of abating and a fairly tight residential rental market prevailing in most major metropolitan areas of the province, applications from landlords and tenants are expected to increase above the levels of 1981/82. Outstanding workload, which on March 31, 1982 represented a 5 month applications backlog, is also expected to remain high despite the appointment of a number of Commissioners, on an as-needed basis, to assist with the backlog.

The following table summarizes the workload outstanding at year end 1980/81 and 1981/82.

Workload Outstanding	March 31 1981	March 31 1982
Whole Building Review Applications	457	2,034
Tenant Applications	430	690
Appeals	37	149

Landlord and Tenant Advisory Bureaux

Representations have been made in the past by various municipalities in regard to assumption, by the Province, of the role of the municipal Landlord and Tenant Advisory Bureaux and/or provision of financial assistance by the Province. The Residential Tenancy Commission will investigate these possibilities.

XII. RENT REVIEW PROGRAM STATISTICS

The tables in the following pages provide statistics on the Rent Review Program for the fiscal year 1981/82.

Tables 1 to 12 represent the results of hearings related to whole building review applications. Included are analyses of rent increases based on various financial criteria, such as increased operating costs, capital expenditures, financial loss.

Tables 13 and 14 represent results of tenant applications to dispute rent increases proposed by landlords and to request rebates of rental excesses charged. As mediation is an essential part of the rent review process, the results of successful mediations are included in these tables. Unsuccessful mediations that resulted in hearings are also included.

Table 15 shows the results of appeal hearings and compares rent levels following the appeal with rents approved in the original order.

Table 16 indicates the number and type of inquiries received by each regional office.

And Tables 17 and 18 illustrate workload trends in the Commission for fiscal years 1980/81 and 1981/82.

Certain limitations must be recognized in the interpretation of data. For instance, except where indicated, figures are averages only without regard to the number of units in a building or the size or type of the rental units. Hence distortions may occur where, say mobile homes, which rent for substantially less than the rents charged for structural residential units, are combined with other residential units, giving the impression of lower than average dollar rent increase levels.

TABLE 1

AVERAGE RESULTS OF WHOLE BUILDING REVIEW HEARINGS

This table shows the overall results of landlord applications for whole building review.

The first column represents the number of hearings held which resulted in rent determinations while the second column indicates the number of units related to these hearings.

The third column shows the average rent increase requested by the landlord expressed as a percentage of the previous total rental revenue for the complex. The fourth column represents the equivalent average unit rent increase in dollars proposed by the landlord.

The fifth column indicates the average percentage increase granted by the Commission expressed as a percentage of the previous total rental revenue for the complex, while the sixth column represents the equivalent average unit rent increase in dollars allowed following the hearing.

TABLE 1

AVERAGE RESULTS OF WHOLE BUILDING REVIEW HEARINGS

(1981 - 1982)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	330	11216	21.08	64.40	13.13	40.07
ETOBICOKE	187	7465	18.02	57.76	14.00	45.75
N. YORK	143	8045	16.18	48.70	13.38	40.32
E. YORK	57	3316	16.55	50.31	12.33	37.85
SCARBOROUGH	116	9136	18.48	55.90	15.91	47.70
WINDSOR	33	1172	24.25	28.82	17.71	23.00
LONDON	139	3178	21.03	53.72	14.82	37.25
OWEN SOUND	27	415	17.33	37.03	11.18	22.13
KITCHENER	257	6088	20.29	51.87	15.27	38.69
HAMILTON	261	9675	17.02	43.68	13.36	33.95
ST. CATHARINES	155	2982	22.39	54.48	16.49	39.94
MISSISSAUGA	101	6501	21.18	66.18	15.33	47.87
BARRIE	54	808	23.67	48.51	19.16	41.12
PETERBOROUGH	137	2059	22.97	58.38	16.88	44.80
KINGSTON	112	1498	23.35	47.24	20.57	41.82
OTTAWA	184	4562	19.37	58.56	16.88	51.70
NORTH BAY	50	529	23.83	54.01	19.01	42.45
SUDBURY	173	2504	18.72	43.17	15.89	35.92
TIMMINS	169	670	22.00	39.82	15.52	28.06
THUNDER BAY	66	832	17.33	38.48	11.68	25.21
PROVINCE	2751	82651	19.34	54.04	14.73	41.16

TABLE 2

AVERAGE RESULTS OF MOBILE HOME SITE WHOLE BUILDING REVIEW HEARINGS

This table is a component of Table 1 and includes only those decisions that concern rent increases on mobile home sites.

Mobile home sites generally rent for a fraction of the rent charged for structural residential rental units. For this reason, those offices which handle a significant number of mobile home sites could show lower than average dollar rent increase levels.

For 1981/82, 31 hearings were held involving 2,179 mobile home units. The average dollar increases requested and granted for these hearings were $22.78 and $10.97 respectively, well below the corresponding averages of $54.04 and $41.16 for all whole building review hearings (from Table 1).

TABLE 2

AVERAGE RESULTS OF MOBILE HOME SITE WHOLE BUILDING REVIEW HEARINGS

(1981 - 1982)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	0	0	-	-	-	-
ETOBICOKE	0	0	-	-	-	-
N. YORK	0	0	-	-	-	-
E. YORK	0	0	-	-	-	-
SCARBOROUGH	0	0	-	-	-	-
WINDSOR	5	957	24.97	25.39	17.23	10.99
LONDON	0	0	-	-	-	-
OWEN SOUND	2	69	18.37	16.76	15.53	8.45
KITCHENER	1	80	13.99	10.65	13.99	10.65
HAMILTON	1	86	50.21	41.70	50.21	41.70
ST. CATHARINES	0	0	-	-	-	-
MISSISSAUGA	0	0	-	-	-	-
BARRIE	4	142	43.54	32.86	28.39	18.54
PETERBOROUGH	4	133	39.60	29.75	13.83	4.85
KINGSTON	3	334	23.92	19.70	21.92	17.35
OTTAWA	1	64	8.97	7.00	8.97	7.00
NORTH BAY	2	34	32.14	21.97	32.14	21.97
SUDBURY	2	60	7.92	5.37	5.17	2.98
TIMMINS	2	128	17.32	13.34	10.93	9.12
THUNDER BAY	4	92	17.59	14.30	13.51	8.09
PROVINCE	31	2179	25.71	22.78	18.73	10.97

TABLE 3

DISTRIBUTION OF WHOLE BUILDING REVIEW HEARINGS BY TYPE OF BUILDING

This table classifies all hearings involving whole building review into 9 building types.

The distribution shows that all building types, with the exception of rooming houses, have significant representation in the rent review process.

If there were more than one type of building within a single residential complex, a hearing could have been counted more than once for each type involved.

TABLE 3

DISTRIBUTION OF WHOLE BUILDING REVIEW HEARINGS BY TYPE OF BUILDING

(1981 - 1982)

OFFICE	#SF	#DU	#TRI	#FS	#NE	#E	#RH	#T	#M	TOTAL
TORONTO	20	60	28	54	96	68	3	1	0	330
ETOBICOKE	10	8	35	32	62	40	0	0	0	187
N. YORK	20	3	7	12	37	61	0	4	0	144
E. YORK	3	1	4	8	17	24	0	0	0	57
SCARBOROUGH	11	2	3	5	15	79	0	1	0	116
WINDSOR	11	4	1	8	4	2	0	1	5	36
LONDON	17	27	12	18	46	11	0	13	0	144
OWEN SOUND	1	6	4	4	10	0	0	0	2	27
KITCHENER	13	19	14	38	117	40	0	21	1	263
HAMILTON	16	21	17	39	78	77	0	12	1	261
ST. CATHARINES	21	17	4	27	59	20	0	7	0	155
MISSISSAUGA	12	2	3	5	14	56	0	9	0	101
BARRIE	5	8	8	11	14	4	0	2	4	56
PETERBOROUGH	12	19	11	41	34	16	0	1	4	138
KINGSTON	17	12	9	32	31	7	0	1	3	112
OTTAWA	23	54	18	31	33	23	0	6	1	189
NORTH BAY	10	9	2	10	12	4	0	1	2	50
SUDBURY	47	19	12	27	56	8	0	2	2	173
TIMMINS	40	50	30	43	12	1	0	0	2	175
THUNDER BAY	15	10	7	10	21	1	0	0	4	68
PROVINCE	324	351	229	452	768	542	3	82	31	2782

SF - Single Family dwelling
DU - Duplex
TRI - Triplex
FS - Four to six units inclusive
NE - Over six units but fewer than four floors (i.e. non-elevator)
E - Over six units with four or more floors (i.e. elevator)
RH - Rooming House
T - Townhouse
M - Mobile home site

If there were more than one type of building within a single rental complex, a hearing could have been counted more than once for each type involved.

TABLE 4

DISTRIBUTION OF UNITS BY TYPE OF BUILDING

This is a companion table to Table 3 in that the units shown here relate to the hearings in Table 3.

A total of 82,650 units were reviewed at 2,782 hearings, averaging 30 units per hearing for the province as a whole.

The distribution of units by building type is significant especially when viewed in terms of the relationship between the units and the corresponding number of hearings. Hence for elevator complexes, 542 or 19% of all hearings resulted in rent determination for 56,269 or 68% of all units.

When comparing the "#SF" columns in Tables 3 and 4, the reason for the disparity in numbers is that a particular single family hearing may in fact consider several single family dwellings. This is especially true in towns in Northern Ontario where an employer may own several single family homes and rent them to its employees.

TABLE 4

DISTRIBUTION OF UNITS BY TYPE OF BUILDING

(1981 - 1982)

OFFICE	#SF	#DU	#TRI	#FS	#NE	#E	#RH	#T	#M	TOTAL
TORONTO	23	119	85	253	2130	8564	26	16	0	11216
ETOBICOKE	10	16	105	184	1590	5560	0	0	0	7465
N. YORK	20	11	19	59	1043	6661	0	232	0	8045
E. YORK	7	2	12	64	408	2823	0	0	0	3316
SCARBOROUGH	14	4	9	28	344	8695	0	42	0	9136
WINDSOR	11	8	3	48	99	40	0	6	957	1172
LONDON	18	49	36	90	1245	1057	0	683	0	3178
OWEN SOUND	1	9	12	20	304	0	0	0	69	415
KITCHENER	14	38	41	198	2297	2926	0	494	80	6088
HAMILTON	16	41	48	181	1497	7360	0	446	86	9675
ST. CATHARINES	26	34	12	133	1087	1414	0	276	0	2982
MISSISSAUGA	12	4	9	34	241	5493	0	708	0	6501
BARRIE	5	16	24	56	209	348	0	8	142	808
PETERBOROUGH	13	33	33	192	454	1200	0	1	133	2059
KINGSTON	24	37	23	164	580	332	0	4	334	1498
OTTAWA	25	109	47	189	1043	2941	0	144	64	4562
NORTH BAY	22	15	6	41	230	148	0	33	34	529
SUDBURY	474	34	32	133	1078	596	0	96	60	2503
TIMMINS	59	72	69	172	142	28	0	0	128	670
THUNDER BAY	109	31	21	59	437	83	0	0	92	832
PROVINCE	903	682	646	2298	16458	56269	26	3189	2179	82650

SF - Single Family dwelling
DU - Duplex
TRI - Triplex
FS - Four to six units inclusive
NE - Over six units but fewer than four floors (i.e. non-elevator)
E - Over six units with four or more floors (i.e. elevator)
RH - Rooming House
T - Townhouse
M - Mobile home site

If there were more than one type of building within a single rental complex, a hearing could have been counted more than once for each type involved.

TABLE 5

DISTRIBUTION OF AVERAGE PERCENTAGE REQUESTED AND GRANTED BY BUILDING TYPE

This table shows the average increase requested and granted, in percentage terms, according to building type.

The table indicates that the smaller complexes generally request and receive larger rent increases, and vice-versa. For buildings of six units or less the lowest average increase requested was 24.6% and the lowest average increase granted was 19.0%.

By contrast, for complexes containing more than six units (with the exception of mobile homes) the highest average increase requested was 20.9% and the highest average increase granted was 15.8% (for non-elevator complexes, e.g. walk-ups).

TABLE 5

DISTRIBUTION OF AVERAGE PERCENTAGE REQUESTED AND GRANTED BY BUILDING TYPE

(1981 - 1982)

OFFICE	SF		DU		TRI		FS		NE		E		RH		T		M		TOTAL	
	%RE	%GR	%RE	%GR	%RE	%GR	%RE	%GR	%RE	%GR	%RE	%GR	%RE	%GR	%RE	%GR	%RE	%GR	%RE	%GR
TORONTO	46.6	22.9	35.7	25.9	43.9	25.5	34.8	23.7	27.8	16.8	18.5	11.6	19.7	19.7	19.6	15.8	-	-	21.1	13.1
ETOBICOKE	50.8	25.7	37.2	23.6	25.9	20.7	21.1	16.1	21.3	16.4	16.7	13.1	-	-	-	-	-	-	18.0	14.0
N. YORK	35.2	23.5	25.0	14.3	25.0	21.0	21.7	19.9	17.7	15.2	15.8	12.9	-	-	17.0	14.7	-	-	16.2	13.4
E. YORK	61.9	23.8	28.7	21.0	21.2	19.5	29.6	18.3	16.6	13.7	16.1	11.9	-	-	-	-	-	-	16.6	12.3
SCARBOROUGH	26.7	24.9	20.6	20.6	26.7	28.7	15.9	15.6	23.0	19.1	18.3	15.7	-	-	17.5	17.5	-	-	18.5	15.9
WINDSOR	34.5	31.4	20.1	20.1	6.3	6.3	25.1	24.5	20.7	20.7	13.0	11.7	-	-	33.1	8.5	25.0	17.2	24.2	17.7
LONDON	34.7	30.1	18.1	16.0	25.0	18.7	18.4	14.3	20.0	15.6	24.9	15.7	-	-	16.8	11.4	-	-	21.0	14.8
OWEN SOUND	29.7	29.7	27.5	27.1	20.3	19.4	17.9	17.5	16.6	8.9	-	-	-	-	-	-	18.4	15.5	17.3	11.2
KITCHENER	46.5	29.9	24.5	20.0	24.8	21.9	25.1	17.0	20.8	14.9	18.2	15.0	-	-	27.6	16.9	14.0	14.0	20.3	15.3
HAMILTON	28.0	23.6	24.0	21.7	25.4	24.1	23.3	20.8	19.1	16.8	15.8	11.7	-	-	18.6	16.6	50.2	50.2	17.0	13.4
ST. CATHARINES	33.9	28.1	28.9	24.1	15.7	14.0	24.1	19.5	23.8	18.8	21.1	14.0	-	-	21.0	16.7	-	-	22.4	16.5
MISSISSAUGA	25.7	22.3	14.1	14.1	28.1	26.0	24.1	18.1	25.2	20.0	21.1	15.4	-	-	20.0	12.9	-	-	21.2	15.3
BARRIE	71.3	48.2	32.2	29.7	29.8	29.6	18.5	18.1	18.7	16.7	17.9	15.3	-	-	23.5	23.5	43.5	28.4	23.7	19.2
PETERBOROUGH	43.3	34.2	23.4	20.8	22.0	19.9	27.7	22.3	21.6	16.9	20.7	16.0	-	-	20.5	20.5	39.6	13.8	23.0	16.9
KINGSTON	35.9	33.6	31.8	22.6	42.3	28.6	24.8	21.4	20.4	17.1	24.3	23.2	-	-	8.9	7.9	23.9	21.9	23.3	20.6
OTTAWA	43.8	34.4	24.9	19.8	25.5	22.8	24.0	19.6	14.1	11.6	20.5	18.3	-	-	23.4	20.0	9.0	9.0	19.4	16.9
NORTH BAY	23.7	20.1	14.7	12.6	25.2	21.0	23.2	17.9	26.6	17.6	15.8	15.0	-	-	36.6	36.6	32.1	32.1	23.8	19.0
SUDBURY	18.1	17.7	23.0	19.2	18.0	16.1	20.0	15.7	20.7	16.7	15.9	13.9	-	-	21.0	15.9	7.9	5.2	18.7	15.9
TIMMINS	34.2	23.4	30.8	22.6	30.4	19.7	21.3	14.0	15.4	13.3	11.9	11.9	-	-	-	-	17.3	10.9	22.0	15.5
THUNDER BAY	19.2	18.4	21.1	14.4	21.2	16.1	26.1	17.8	15.8	9.5	13.8	6.0	-	-	-	-	17.6	13.5	17.3	11.7
PROVINCE	24.9	21.1	27.2	21.3	28.1	21.8	24.6	19.0	20.9	15.8	18.1	13.8	19.7	19.7	20.5	14.9	25.7	18.7	19.3	14.7

SF - Single Family dwelling
DU - Duplex
TRI - Triplex
FS - Four to six units inclusive
NE - Over six units but fewer than four floors (i.e. non-elevator)
E - Over six units with four or more floors (i.e. elevator)
RH - Rooming House
T - Townhouse
M - Mobile home site

If there were more than one type of building within a single rental complex, a hearing could have been counted more than once for each type involved.

TABLE 6

RANGE OF PERCENTAGE INCREASE GRANTED FOR ALL BUILDINGS AS A RESULT OF HEARINGS

This table shows the range of rent increases granted, in percentage terms, and the number of rental complexes represented in each range.

The table indicates that, while most of the increases granted (84%) fall within the 6% to 30% range, a significant number fall outside these limits. A total of 58 (or 2.1%) buildings were granted increases below the guideline limit of 6% whereas 391 (or 14.2%) buildings were granted increases above 30%.

Graphically, the results can be highlighted as follows:

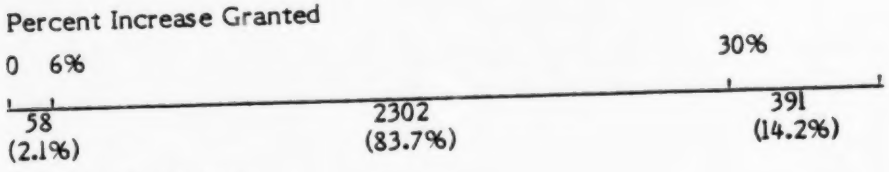


TABLE 6

RANGE OF PERCENTAGE INCREASE GRANTED FOR ALL BUILDINGS AS A RESULT OF HEARINGS

(1981 - 1982)

OFFICE	<=6%	6-10%	10-12%	12-14%	14-16%	16-20%	20-25%	25-30%	30-35%	35-40%	40-50%	>50%	TOTAL
TORONTO	5	40	39	30	39	44	43	20	27	17	11	15	330
ETOBICOKE	2	32	28	20	26	34	13	15	3	3	5	6	187
N. YORK	1	29	29	11	18	20	14	7	6	3	3	2	143
E. YORK	0	10	9	9	6	7	8	6	0	1	1	0	57
SCARBOROUGH	1	12	16	13	13	27	9	10	5	7	1	2	116
WINDSOR	1	4	3	4	2	4	5	4	2	1	1	2	33
LONDON	6	23	16	12	18	24	18	11	6	1	1	3	139
OWEN SOUND	1	8	1	3	3	3	1	3	1	1	0	2	27
KITCHENER	6	51	43	27	23	42	29	13	10	2	6	5	257
HAMILTON	5	53	37	31	22	43	24	19	7	6	8	6	261
ST. CATHARINES	0	24	14	13	19	28	20	8	11	7	9	2	155
MISSISSAUGA	0	14	9	13	18	16	12	9	4	4	1	1	101
BARRIE	1	4	8	2	5	9	9	1	3	2	3	7	54
PETERBOROUGH	1	19	15	15	13	18	19	15	9	4	4	5	137
KINGSTON	0	17	10	11	7	15	15	16	6	7	2	6	112
OTTAWA	3	24	15	21	16	23	21	22	13	3	11	12	184
NORTH BAY	2	6	7	5	2	8	7	2	7	2	0	2	50
SUDBURY	4	21	18	23	25	26	22	12	6	8	7	1	173
TIMMINS	14	27	16	16	12	26	20	8	6	9	6	9	169
THUNDER BAY	5	15	19	4	2	9	4	5	2	0	0	1	66
PROVINCE	58	433	352	283	289	426	313	206	134	88	80	89	2751

TABLES 7, 8, 9, 10, 11 and 12

AVERAGE RESULTS OF HEARINGS WHICH INVOLVED FINANCIAL LOSS, CAPITAL EXPENDITURES, INCREASED FINANCING PAYMENTS, INCREASED OPERATING COSTS AND RELIEF OF HARDSHIP

In determining the amount of rent increases which can be justified, a Commissioner must consider other factors in addition to year-to-year increases in annual operating costs.

These other factors include capital expenditures, increased financing payments, financial loss and, in some cases, relief of hardship.

Tables 7, 8, 9, 10, 11 and 12 reflect results from those cases in which one of these factors, in addition to some other factor(s), formed a basis for an approved rent increase. Table 11 reflects the cases where operating cost increases were cited. As expected, operating cost increases was the single most important factor in landlord applications for rent review.

For a detailed discussion of the results in these tables refer to Section X (Rent Review Results, page 17).

TABLE 7

AVERAGE RESULTS OF HEARINGS WHICH INVOLVED FINANCIAL LOSS

(1981 - 1982)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	157	5296	25.77	79.21	15.36	47.19
ETOBICOKE	110	3223	21.65	64.93	17.19	51.99
N. YORK	63	3282	19.82	61.10	16.62	51.50
E. YORK	24	813	22.06	66.76	16.61	52.23
SCARBOROUGH	50	3016	23.37	68.85	20.66	60.59
WINDSOR	15	949	21.50	26.42	19.35	24.16
LONDON	72	2218	22.15	56.33	16.14	40.81
OWEN SOUND	14	103	22.54	29.17	18.33	23.92
KITCHENER	133	2961	22.82	58.52	17.78	45.17
HAMILTON	127	4245	18.91	45.88	15.66	37.47
ST. CATHARINES	88	1408	26.94	63.91	19.57	46.09
MISSISSAUGA	55	3369	21.96	68.06	17.66	55.26
BARRIE	30	498	23.44	46.72	19.24	41.36
PETERBOROUGH	60	928	25.13	64.24	18.77	49.94
KINGSTON	38	764	25.80	49.32	23.40	44.51
OTTAWA	94	1905	23.34	70.61	20.92	64.23
NORTH BAY	19	262	26.15	63.01	21.19	50.54
SUDBURY	79	1390	19.60	44.36	17.43	38.49
TIMMINS	38	212	24.87	40.20	18.64	32.20
THUNDER BAY	14	149	22.60	40.01	18.98	33.59
PROVINCE	1280	36991	22.52	61.62	17.59	47.94

Note: For impact of this factor on total increase granted, see page 18.

TABLE 8

DISTRIBUTION OF HEARINGS WHICH INVOLVED FINANCIAL LOSS BY TYPE OF BUILDING

(1981 - 1982)

OFFICE	#SF	#DU	#TRI	#FS	#NE	#E	#RH	#T	#M	TOTAL
TORONTO	8	35	14	31	44	24	1	0	0	157
ETOBICOKE	6	7	24	19	36	18	0	0	0	110
N. YORK	7	1	5	9	19	21	0	2	0	64
E. YORK	1	1	2	6	8	6	0	0	0	24
SCARBOROUGH	6	1	2	2	5	34	0	0	0	50
WINDSOR	4	2		5	2	0	0	0	4	17
LONDON	7	12	4	10	30	8	0	4	0	75
OWEN SOUND	1	5	4	1	1	0	0	0	2	14
KITCHENER	9	10	11	20	60	16	0	10	0	136
HAMILTON	7	10	13	21	42	27	0	6	1	127
ST. CATHARINES	12	10	1	21	33	7	0	4	0	88
MISSISSAUGA	9	1	2	3	7	29	0	4	0	55
BARRIE	2	3	5	7	7	3	0	1	2	30
PETERBOROUGH	6	7	6	20	9	9	0	1	2	60
KINGSTON	6	3	2	15	4	6	0	0	2	38
OTTAWA	12	29	11	15	15	13	0	3	0	98
NORTH BAY	2	3	1	4	6	2	0	0	1	19
SUDBURY	10	13	10	12	30	2	0	2	0	79
TIMMINS	6	13	9	6	3	0	0	0	1	38
THUNDER BAY	6	0	3	4	1	0	0	0	1	15
PROVINCE	127	166	129	231	362	225	1	37	16	1294

SF - Single Family dwelling
DU - Duplex
TRI - Triplex
FS - Four to six units inclusive
NE - Over six units but fewer than four floors (i.e. non-elevator)
E - Over six units with four or more floors (i.e. elevator)
RH - Rooming House
T - Townhouse
M - Mobile home site

If there were more than one type of building within a single rental complex, a hearing could have been counted more than once for each type involved.

TABLE 9

AVERAGE RESULTS OF HEARINGS WHICH INVOLVED CAPITAL EXPENDITURES

(1981 - 1982)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	239	7981	21.64	64.69	14.54	43.54
ETOBICOKE	142	5588	17.73	55.25	13.13	41.27
N. YORK	99	7231	15.73	48.36	12.92	39.67
E. YORK	41	2948	15.56	48.12	12.20	37.93
SCARBOROUGH	70	6771	17.94	53.49	15.36	45.41
WINDSOR	25	653	28.93	36.30	19.03	27.93
LONDON	81	1297	20.17	48.32	15.05	35.62
OWEN SOUND	21	254	17.98	40.96	11.71	25.87
KITCHENER	189	4997	19.97	50.30	15.66	39.46
HAMILTON	166	6114	16.73	44.49	12.87	34.25
ST. CATHARINES	101	2100	21.56	50.78	16.31	38.38
MISSISSAUGA	74	5140	21.58	65.83	15.30	46.98
BARRIE	26	331	22.56	55.69	18.48	43.80
PETERBOROUGH	99	1658	21.80	53.81	15.98	42.18
KINGSTON	80	1268	23.23	45.98	20.52	40.85
OTTAWA	80	1098	21.18	66.15	15.96	51.60
NORTH BAY	42	402	24.88	54.65	18.80	40.10
SUDBURY	108	1191	21.35	53.67	16.66	41.28
TIMMINS	98	376	25.10	45.21	17.35	31.79
THUNDER BAY	57	773	16.60	37.67	11.92	25.66
PROVINCE	1838	58171	19.17	53.54	14.56	40.81

Note: For impact of this factor on total increase granted, see page 18.

TABLE 10

AVERAGE RESULTS OF HEARINGS WHICH INVOLVED INCREASED FINANCING PAYMENTS

(1981 - 1982)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	106	2314	24.20	69.62	17.41	50.97
ETOBICOKE	49	3198	17.12	60.72	14.60	52.45
N. YORK	29	733	18.85	57.12	15.66	46.86
E. YORK	17	720	21.77	69.70	19.47	62.61
SCARBOROUGH	38	2591	22.59	72.42	20.20	64.95
WINDSOR	11	315	25.20	38.75	22.19	35.24
LONDON	68	1559	23.53	60.42	17.10	43.13
OWEN SOUND	7	115	23.81	45.32	14.52	24.28
KITCHENER	116	2489	22.61	59.27	17.45	44.90
HAMILTON	96	3018	20.03	54.04	16.57	44.54
ST. CATHARINES	43	784	32.42	78.84	23.74	57.57
MISSISSAUGA	33	2902	22.67	72.31	16.89	53.04
BARRIE	14	399	27.55	55.94	21.67	46.67
PETERBOROUGH	64	1132	25.80	62.92	20.10	53.41
KINGSTON	40	921	22.14	47.56	20.79	45.05
OTTAWA	71	3049	20.20	65.37	19.24	62.39
NORTH BAY	14	282	24.91	59.98	21.34	50.31
SUDBURY	38	589	23.79	61.52	19.33	48.98
TIMMINS	26	87	28.32	64.49	20.80	46.69
THUNDER BAY	9	151	16.64	45.42	10.71	28.76
PROVINCE	889	27348	22.02	63.30	17.96	52.00

Note: For impact of this factor on total increase granted, see page 18.

TABLE 11

AVERAGE RESULTS OF HEARINGS WHICH INVOLVED INCREASED OPERATING COSTS

(1981 - 1982)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	294	9554	19.94	62.24	12.87	39.62
ETOBICOKE	178	7408	17.97	57.63	13.93	45.59
N. YORK	140	8021	16.18	48.69	13.38	40.30
E. YORK	47	3136	15.58	48.05	12.21	37.80
SCARBOROUGH	103	8556	18.31	55.04	15.97	47.61
WINDSOR	32	1171	24.26	28.81	17.71	22.98
LONDON	121	2647	21.89	55.46	15.38	38.38
OWEN SOUND	24	410	17.25	36.93	11.02	21.84
KITCHENER	222	5471	19.58	50.59	14.74	37.67
HAMILTON	247	9307	17.06	43.97	13.45	34.37
ST. CATHARINES	148	2740	20.91	50.77	16.57	40.06
MISSISSAUGA	99	6371	21.33	66.54	15.39	47.96
BARRIE	46	661	25.26	49.21	19.75	40.18
PETERBOROUGH	131	2036	22.83	58.24	16.69	44.56
KINGSTON	107	1484	23.28	47.14	20.59	41.87
OTTAWA	140	4370	18.99	57.73	16.67	51.24
NORTH BAY	47	478	23.47	51.01	19.28	41.72
SUDBURY	167	2404	18.61	42.34	15.84	35.22
TIMMINS	167	668	21.89	39.66	15.56	28.15
THUNDER BAY	66	832	17.33	38.48	11.68	25.21
PROVINCE	2526	77725	19.00	53.22	14.69	41.07

Note: For impact of this factor on total increase granted, see page 18.

TABLE 12

AVERAGE RESULTS OF HEARINGS WHICH INVOLVED RELIEF OF HARDSHIP FACTOR

(1981 - 1982)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE $ REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE $ GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	34	786	20.37	57.02	16.14	45.29
ETOBICOKE	20	393	22.00	56.46	17.48	45.62
N. YORK	10	124	35.17	94.70	28.72	75.79
E. YORK	3	12	29.38	80.08	29.23	79.67
SCARBOROUGH	8	873	19.07	57.59	18.02	54.29
WINDSOR	10	918	21.39	25.78	19.17	23.44
LONDON	12	364	19.10	52.27	15.91	42.99
OWEN SOUND	5	100	15.99	22.23	12.76	17.62
KITCHENER	44	1110	22.95	61.31	14.86	38.50
HAMILTON	29	1621	19.44	49.45	14.91	37.47
ST. CATHARINES	30	1000	23.83	57.40	17.59	42.19
MISSISSAUGA	14	934	25.68	79.32	21.03	65.71
BARRIE	6	173	35.72	78.31	22.98	55.57
PETERBOROUGH	12	227	25.37	50.79	15.66	36.81
KINGSTON	15	409	22.38	30.70	19.85	26.09
OTTAWA	12	485	32.96	99.40	29.12	87.39
NORTH BAY	2	29	14.02	40.76	10.73	31.29
SUDBURY	19	831	18.52	37.15	16.86	32.69
TIMMINS	7	129	22.57	31.90	13.59	21.22
THUNDER BAY	2	8	60.79	120.00	22.37	44.00
PROVINCE	294	10526	22.35	54.87	17.84	43.65

Note: For impact of this factor on total increase granted, see page 18.

TABLE 13

AVERAGE RESULTS OF APPLICATIONS TO DISPUTE A RENT INCREASE

This table shows the results of tenant applications to dispute rent increases proposed by the landlord, under Section 127 of the Act.

A breakdown is provided of the applications resolved by mediation and those resolved by hearing where the mediation was unsuccessful.

The column "Total Units Resolved" represents the number of tenant applications that were settled through mediations or by hearings.

Of the 459 units thus resolved, 177 received rent reductions averaging $40.92 per month while the remainder were either withdrawn or dismissed or resulted in no change in rents proposed.

TABLE 13

AVERAGE RESULTS OF APPLICATIONS TO DISPUTE A RENT INCREASE

(1981 - 1982)

OFFICE	# UNITS BY MEDIATION	# HRGS	# UNITS IN HRGS	TTL UNITS RESOLVED	MONTHLY $ PROPOSED	MONTHLY $ APPR/ AGREED	# WITH RENT RED.	MONTHLY $ REDUCED
BARRIE	13	1	1	14	272.00	264.90	5	15.62
E. YORK	0	0	0	0	-	-	0	-
ETOBICOKE	9	0	0	9	400.53	392.90	4	17.16
N. YORK	87	7	7	94	371.77	347.06	57	39.90
SCARBOROUGH	1	7	14	15	442.57	367.15	11	102.84
TORONTO	31	2	2	33	348.64	335.20	12	33.60
HAMILTON	60	3	6	66	193.88	189.82	25	7.65
KITCHENER	4	1	1	5	261.25	258.85	1	12.00
LONDON	2	2	11	13	245.57	222.68	3	99.21
MISSISSAUGA	2	2	2	4	351.92	339.82	1	48.40
OWEN SOUND	20	0	0	20	79.50	79.50	0	-
ST. CATHARINES	7	0	0	7	217.57	215.97	2	5.62
WINDSOR	3	0	0	3	290.43	290.43	0	-
KINGSTON	2	3	3	5	291.80	291.80	0	-
NORTH BAY	19	0	0	19	308.45	261.51	18	49.55
OTTAWA	48	0	0	48	209.00	193.19	8	84.94
PETERBOROUGH	6	1	22	28	212.35	204.99	3	17.17
SUDBURY	24	1	7	31	139.95	133.93	4	43.65
THUNDER BAY	14	0	0	14	355.00	355.00	0	-
TIMMINS	17	7	14	31	280.59	248.56	23	40.38
PROVINCE	369	37	90	459	275.53	256.71	177	40.92

TABLE 14

AVERAGE RESULTS OF APPLICATIONS FOR RENT REBATE

Table 14 shows the results of tenant applications for rebates of previously charged rent increases in excess of the legally permissible amounts, under Section 129 of the Act. The format of this report parallels that of Table 13.

The table indicates that a total of 1,011 applications were resolved, 786 (or 78%) through mediation and 225(or 22%) through formal hearings. Of the total number of applications resolved, a large majority (750 or 74%) received rent rebates, averaging $296.04.

Since the inception of the Program in September 1979 the Commission has been instrumental in providing rent rebates to tenants of approximately a half million dollars from landlords.

TABLE 14

AVERAGE RESULTS OF APPLICATIONS FOR RENT REBATE

(1981 - 1982)

OFFICE	# UNITS BY MED.	NO OF HEARINGS	NO. UNITS IN HRGS	TTL UNITS RESOLVED	AVG. $ REB. ALL UNITS	# WITH $ REBATE	AVERAGE $ REBATE
BARRIE	13	1	1	14	85.83	9	133.51
E. YORK	12	1	1	13	132.90	12	143.98
ETOBICOKE	64	9	31	95	221.80	67	314.49
N. YORK	63	13	14	77	134.67	51	203.32
SCARBOROUGH	11	5	9	20	396.30	19	417.15
TORONTO	250	27	44	294	354.84	239	436.49
HAMILTON	21	5	5	26	128.29	18	185.30
KITCHENER	32	7	20	52	109.94	35	163.34
LONDON	53	10	14	67	146.74	58	169.51
MISSISSAUGA	19	1	1	20	232.14	18	257.94
OWEN SOUND	4	0	0	4	219.50	3	292.67
ST. CATHARINES	11	1	1	12	48.02	6	96.05
WINDSOR	4	3	3	7	187.10	7	187.10
KINGSTON	20	2	2	22	94.31	13	159.60
NORTH BAY	14	0	0	14	39.32	4	137.61
OTTAWA	18	4	4	22	322.51	15	473.02
PETERBOROUGH	55	10	13	68	139.73	39	243.63
SUDBURY	33	6	6	39	98.78	27	142.68
THUNDER BAY	23	1	24	47	239.61	42	268.13
TIMMINS	66	18	32	98	150.88	68	217.44
PROVINCE	786	124	225	1011	219.61	750	296.04

TABLE 15

DISTRIBUTION OF RESULTS OF APPEAL HEARINGS BY RANGES OF DOLLARS

Table 15 shows the results of appeal hearings in terms of increases, decreases and no change of rents from the levels established at the initial hearings.

The table indicates that 29% of all units involved in appeals resulted in an average rent increase of $7, 15% of units appealed resulted in an average rent decrease of $6 and approximately half of the units confirmed the original rents.

Where changes from original rents did occur, the increases and decreases were relatively small indicating that, on average, appeal hearings do not cause any significant changes in the rents approved at the initial hearings. However there may be important changes in rents ordered in individual cases.

TABLE 15

DISTRIBUTION OF RESULTS OF APPEALS BY RANGES OF DOLLARS

(1981 - 1982)

OFFICE	$ INCREASE FROM INITIAL HEARING: TOTAL UNITS	PER-CENT	≤ 5	6-10	11-15	≥ 15	AVG. $ INC.	$ DECREASE FROM INITIAL HEARING: TOTAL UNITS	PER-CENT	≤ 5	6-10	11-15	≥ 15	AVG. $DEC	RENTS AFFIRMED: TOTAL UNITS	PER-CENT
BARRIE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	122	100
E. YORK	226	57	69	48	0	109	14	171	43	80	91	0	0	6	0	0
ETOBICOKE	85	7	0	78	0	7	8	15	1	15	0	0	0	2	1038	91
N. YORK	1017	32	1016	0	1	0	1	432	14	387	36	0	9	3	1723	54
SCARBOROUGH	264	37	0	0	0	264	17	1	0	0	0	0	1	56	446	63
TORONTO	233	21	0	76	83	74	16	63	6	23	0	0	40	21	838	74
HAMILTON	292	18	268	0	0	24	5	238	14	235	3	0	0	3	1118	68
KITCHENER	167	45	64	83	0	20	7	159	43	19	1	0	139	16	44	12
LONDON	232	76	0	229	0	3	10	0	0	0	0	0	0	0	72	24
MISSISSAUGA	250	67	250	0	0	0	1	0	0	0	0	0	0	0	123	33
OWEN SOUND	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	100
ST. CATHARINES	37	9	0	0	0	37	30	0	0	0	0	0	0	0	365	91
WINDSOR	6	3	0	0	0	6	16	183	97	0	183	0	0	8	0	0
KINGSTON	21	60	12	6	0	3	9	4	11	0	1	3	0	12	10	29
NORTH BAY	7	22	7	0	0	0	4	25	78	22	0	0	3	5	0	0
OTTAWA	24	11	22	0	0	2	5	0	0	0	0	0	0	0	203	89
PETERBOROUGH	195	80	79	112	4	0	6	0	0	0	0	0	0	0	50	20
SUDBURY	63	15	46	17	0	0	5	300	74	197	103	0	0	3	45	11
THUNDER BAY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	100
TIMMINS	7	70	6	0	0	1	7	0	0	0	0	0	0	0	3	30
PROVINCE	3126	29	1839	649	88	550	7	1591	15	978	418	3	192	6	6217	57

TABLE 16

INQUIRY STATISTICS

This table indicates the number of inquiries received in fiscal 1981/82 relating to rent review and to other landlord and tenant matters. Section 81(c) of the Act requires the Commission to provide assistance to the public on all residential matters.

Results indicate that a total of 172,749 separate enquiries were received of which 59% related to rent review matters only, 33% concerned landlord and tenant subjects only and 8% encompassed both.

On the whole, the inquiries covered rent review subject matters 190,977 times and landlord and tenant topics 78,490 times, for a total subject load of 269,467.

TABLE 16

INQUIRY STATISTICS

FOR PERIOD: April 1, 1981 to March 31,1982

OFFICE	NUMBER OF INQUIRIES	% DISTRIBUTION			FREQUENCY DISTRIBUTION OF TOPICS																				
					RENT REVIEW														LANDLORD & TENANT						
		RENT REVIEW ONLY	LANDLORD AND TENANT ONLY	COMBINATION OF BOTH	COMPLIANCE	COST REVENUE CLARIFICATION	COMPLETION OF FORMS	HEARING PROCEDURES	NOTICE OF INCREASE	GUIDELINE LIMIT	FREQUENCY OF INCREASE	JURISDICTION	SERVICES	NEW LL, TENANT OR SUB-TENANT	EXPLANATION OF ORDER	APPEAL	OTHER	TOTAL	CONDITION OF PREMISES	LEASES, TENANCY AGREEMENTS	EVICTION	SECURITY DEPOSITS	OTHER	TOTAL
SCARBOROUGH	5846	69	26	6	199	168	220	337	2378	990	175	659	41	194	118	154	190	5823	344	394	287	468	333	1826
EAST YORK	4018	68	26	6	156	186	188	298	1019	680	265	138	104	95	116	132	89	3466	284	553	223	234	31	1325
ETOBICOKE	7086	72	23	5	0	441	801	1256	2070	2281	570	110	368	147	393	201	383	9021	244	654	641	384	248	2171
NORTH YORK	8894	73	19	8	1658	441	389	1067	2339	1770	1033	305	251	406	419	311	639	11028	447	714	509	407	585	2662
BARRIE	5976	42	46	12	732	523	708	831	1996	1908	1752	2073	764	818	296	185	8	12594	1291	1611	1906	1115	56	5979
TORONTO	29173	79	18	3	2187	1823	2144	3599	5308	4277	1627	2797	831	729	1319	806	2199	29646	807	2541	2043	1128	364	6883
HAMILTON	9381	67	24	7	75	255	790	1558	2647	4218	1042	1248	235	194	315	151	505	13233	431	1126	638	453	707	3355
KITCHENER	10346	73	26	2	414	782	1206	2026	3679	4057	2854	1382	236	179	334	236	533	17918	616	1154	612	399	235	3016
LONDON	11808	44	51	4	372	177	168	643	3120	2083	634	960	291	8	65	71	118	8710	1849	2521	1711	576	469	7126
MISSISSAUGA	5973	71	27	3	364	267	192	476	669	2338	279	735	61	16	206	105	68	5776	416	832	328	284	42	1902
OWEN SOUND	2352	39	46	13	49	284	384	336	617	491	352	325	119	190	222	40	102	3511	326	775	504	165	301	2071
ST. CATHARINES	5709	54	38	8	203	325	451	800	1519	1753	1126	590	264	344	245	143	5	7768	493	1201	1034	520	321	3569
WINDSOR	4006	36	55	7	0	76	114	194	600	728	297	110	77	60	55	93	319	2723	394	1021	599	351	397	2762
KINGSTON	6346	38	44	17	88	383	450	557	1287	1405	1110	630	265	528	176	117	60	7056	1022	1907	1350	426	391	5096
NORTH BAY	3017	38	54	4	167	103	172	228	491	431	324	279	162	69	58	65	494	3043	356	542	823	173	418	2312
OTTAWA	16497	54	41	5	339	735	1114	2174	4378	4773	2740	1749	573	592	367	265	1132	20931	1341	3959	1790	902	950	8942
PETERBOROUGH	6526	40	56	4	140	112	237	370	820	1069	370	557	136	209	80	64	17	4181	839	1508	1615	415	37	4418
SUDBURY	13141	54	36	12	0	298	583	622	2218	968	1898	887	1119	722	244	243	708	10510	1345	1070	1586	760	685	5446
THUNDER BAY	5534	50	38	12	776	598	458	343	1139	1181	1131	406	320	356	279	104	538	7629	736	975	1184	364	436	3695
TIMMINS	11120	33	35	32	103	255	962	319	937	930	983	741	388	490	63	44	195	6410	925	1009	1351	413	236	3934
PROVINCE	172749	59	33	8	8022	8232	11731	18034	39231	38331	20562	16681	6605	6346	5370	3530	8302	190977	14506	26067	20738	9937	7242	78490
% DISTRIBUTION OF TOPICS					4.2	4.3	6.1	9.4	20.5	20.1	10.8	8.7	3.5	3.3	2.8	1.8	4.3	100.0	18.5	33.2	26.4	12.7	9.2	100.0

TABLE 17

WORKLOAD COMPARISONS: 1981/82 vs. 1980/81

Table 16 compares workload (incoming applications), by quarter, for fiscal years 1980/81 and 1981/82. The table indicates that landlord applications, in particular, have been rising steadily over the past two years, from 454 applications in the first quarter of 1980/81 to 1,553 applications in the fourth quarter of 1981/82.

The data used here is illustrated graphically, by bar charts, in Section VIII.

TABLE 17

WORKLOAD COMPARISONS 1981/82 vs 1980/81

(Non-Cumulative, by quarter)

Application Type \ Year Quarter	1980/81	I	II	III	IV	1981/82	I	II	III	IV
Landlord Applications	2,170	454	375	703	638	5,027	912	1,064	1,498	1,553
Tenant Applications										
Rent Reduction	1,649	537	282	349	481	1,468	457	305	318	390
Rent Rebate	1,160	351	241	213	355	1,585	331	397	506	351
Appeals										
Originating from:										
Initial Whole Building Review	247	70	60	55	62	369	58	71	109	131
Initial Rent Reduction/ Rent Rebate Hearing	33	5	6	6	16	48	10	8	25	5

TABLE 18

SUMMARY OF WORKLOAD STATISTICS FOR 1981/82

This table provides a detailed breakdown, by field office, of all incoming workload and completed workload for the period April 1, 1981 to March 31, 1982. Included also is the workload inventory on hand as at year end, March 31, 1982.

The table is self-explanatory. A number of statistics included here, especially at the provincial level, may be referenced in other parts of the Report.

TABLE 18

SUMMARY OF WORKLOAD STATISTICS FOR 1981/82

OFFICE	APPLICATIONS RECEIVED				HEARINGS COMPLETED				MEDIATED SETTLEMENTS		OUTSTANDING APPLICATIONS (AT YEAR END)		
	Landlords	Tenants Rent Red.	Tenants Rent Rebate	Appeals	Whole Bld. Review	Tenants Rent Red.	Tenants Rent Rebate	Appeals	Tenants Rent Red.	Tenants Rent Rebate	Landlords	Tenants	Appeals
Toronto	607	165	480	100	391	5	40	47	28	246	226	216	36
Etobicoke	363	119	101	22	224	0	9	17	11	66	163	6	4
North York	801	300	261	38	184	7	10	24	87	67	132	208	15
East York	95	44	80	14	66	0	1	6	0	23	31	10	9
Scarborough	147	21	27	25	111	6	6	14	2	16	34	6	12
Windsor	34	3	8	4	35	0	1	1	3	6	7	3	2
London	257	34	81	20	151	2	9	10	2	52	114	27	10
Owen Sound	41	2	3	2	28	0	0	2	20	3	15	0	0
Kitchener	514	28	58	25	286	1	8	14	5	18	265	16	8
Hamilton	473	46	43	42	290	6	6	29	61	23	195	40	14
St.Catharines	255	27	17	9	161	0	1	6	7	12	101	2	3
Mississauga	157	4	44	18	117	2	1	9	3	14	45	9	5
Barrie	114	111	26	4	58	1	1	3	16	15	66	18	1
Peterborough	276	54	84	14	159	2	10	6	7	46	135	23	6
Kingston	192	4	50	8	138	5	3	8	2	21	52	15	0
Ottawa	542	196	50	31	250	2	6	13	70	19	258	49	11
North Bay	68	96	19	7	56	0	2	4	21	20	13	0	2
Sudbury	267	112	44	17	184	1	3	9	20	34	115	10	5
Timmins	236	70	102	13	217	5	20	5	24	69	49	8	5
Thunder Bay	88	32	57	4	79	1	1	2	18	26	18	24	1
PROVINCE	5,027	1,468	1,585	417	3,185	46	138	229	407	796	2,034	690	149

XII. APPENDIX 'A'

PROCLAIMED SECTIONS OF THE RESIDENTIAL TENANCIES ACT

Although the Residential Tenancies Act has been passed by the Legislature only selected portions of the Act have been proclaimed and are now in effect. The sections, which are noted below, relate to the establishment of the Residential Tenancy Commission and implementation of the rent review provisions of the Act.

These are:

Section	Description
1	Interpretation
2	Application of Act
3	Act Binds Crown
4	Exemptions
60 - 61	Part V - Notice of Rent Increases
70 - 73	Part VIII - Residential Tenancy
75 - 91	Commission & Mandate
92 - 110	Part IX - Procedure of Commission
114 - 115	Matters Related to Commission Orders
117 - 118	Appeals
120 - 123	Part X - Miscellaneous
124 - 134	Part XI - Rent Review
137 - 138	Part XII - Repealing and Transitional

APPENDIX 'B'

RESIDENTIAL TENANCY COMMISSION OFFICES

Central Region

1.	Toronto	77 Bloor Street West, 3rd Floor, M5S 1M2 (416) 964-8281
2.	Etobicoke	56 Aberfoyle Crescent, 4th Floor, Etobicoke, Ontario, M8X 2W4 (416) 236-2681
3.	East York	1880 O'Connor Drive, 2nd Floor Toronto, Ontario, M4A 1W9 (416) 752-0683
4.	North York	45 Sheppard Avenue East, 5th Floor Willowdale, Ontario, M2N 5W9 (416) 224-7643
5.	Scarborough	2100 Ellesmere Road, 3rd Floor, M1H 3B7 (416) 438-3452
6.	Barrie	114 Worsley Street, 5th Floor, L4M 1M1 (705) 737-2111

South-Western Region

7.	Mississauga	1310 Dundas Street East, 2nd Floor L4Y 2C1, (416) 270-3280
8.	Hamilton	55 Hess Street South, 21st Floor, L8P 4R8 (416) 528-8701
9.	St. Catharines	43 Church Street, 6th Floor, L2R 7E1 (416) 684-6562
10.	Kitchener	30 Duke Street West, 4th Floor, N2H 3W5 (519) 579-5790
11.	Owen Sound	1131 Second Avenue East, Suite 106, N4K 2J1 (519) 376-3202
12.	London	80 Dundas Street East, 1st Floor, N6A 2P3 (519) 673-1660
13.	Windsor	99 Chatham Street East, 7th Floor, Box 189, N9A 6V6, (519) 253-3532

Eastern & Northern Region

14.	Ottawa	265 Carling Avenue, 4th Floor, K1S 2E1 (613) 566-3747
15.	Kingston	74 Brock Street, 2nd Floor K7L 1R9 (613) 547-2244
16.	Peterborough	340 George Street North, Suite 202, K9H 7E8 (705) 743-9511
17.	Sudbury	199 Larch Street, 5th Floor, P3E 5P9 (705) 675-4373
18.	North Bay	215 Oak Street East, P1B 8P8 (705) 476-1231
19.	Timmins	273 Third Avenue, 2nd Floor, P4N 1E2 (705) 264-9555
20.	Thunder Bay	435 James Street South, 3rd Floor, P.O. Box 5000, Station "F", P7C 5G6, (807) 475-1595

APPENDIX 'C'

NAMES OF COMMISSIONERS AND APPEAL COMMISSIONERS

Chief Tenancy Commissioner	
P. C. Williams	77 Bloor Street West, 3rd Floor, Toronto, M5S 1M2

Board of Commissioners	
D.A. Dukelow	Board Member, Ministry of Attorney General
S.V. Fram	Board Member, Ministry of Attorney General
G.E. Isaac	Regional Commissioner, Central Region
E.J. Pollock	Appeal Commissioner, North York
H.F. Snyder	Regional Commissioner, Eastern & Northern Region
J.H. Thomson	Regional Commissioner, South-Western Region

Appeal Commissioners	Resident Office
R.S. Bentley	North Bay
W.D. Biggar	Mississauga
N.B. Doorenspleet	Toronto
M.S. Green	Etobicoke
N.L. Myrhorod	East York
E.J. Pollock	North York

Commissioners	Resident Office
D.B. Braund	Etobicoke
P. Browes	Toronto
W. Clarke	Toronto
A.J. Durbacz	Sudbury
G. Goodrow	Toronto
C.E. Harrott	Scarborough
D.L. Heller	Hamilton
J.B. Jennings	Mississauga
L.C. LeDuc	Ottawa
H.M. Little	Hamilton
P.A. Loftus	North York
D.C. MacDonald	London
G.I. Mandel	Peterborough

APPENDIX 'C' (cont'd)

Commissioners (cont'd)	**Resident Office**
D.H. Niblock	Ottawa
L.W. Preston	Hamilton
K.S. Sagoo	Toronto
A.D. Sandeman	Ottawa
E. Smith	North York
G.R. Tait	Timmins
J.B. Veitch	Windsor
L.V. Wilton	St. Catharines
R.C. Yurkoski	Kitchener